HENDON SCHOOL

'Learning Together Across the World'

Dear Parent/Carer,

We are delighted to invite you to our upcoming **Year 11 Progress Evening**, which will take place on **Thursday, 15 January 2026**.

Please note that we have now moved to **Arbor** for booking appointments and will no longer be using School Cloud.

How to book your appointment:

- Log in to your Arbor account and follow the step-by-step guide attached.
- If you have not logged in to Arbor before, a separate login guide is also included to help you get started.

Booking window:
Appointments can be booked from **Sunday, 21 December** until **Thursday, 15 January at 15:10**.

If you have any questions or require assistance, please email us at:
arbor.query@hendonschool.co.uk.

Thank you for your cooperation. We look forward to seeing you at the event.

Kind regards,

Esa Roman
Assistant Headteacher
Hendon School

Hendon School

User Guide - Logging in to Arbor for the First Time

Arbor is our school's system for sharing important information with parents and guardians. This guide will help you log in for the first time.

You can access Arbor through either the Parent Portal or the Parent App. For your first login, you must set your password using the Parent Portal in a web browser. Please note: password reset links do not work in the app.

What is the Parent Portal?

The Parent Portal is our version of Arbor accessible to guardians on a laptop or computer.

What is the Parent App?
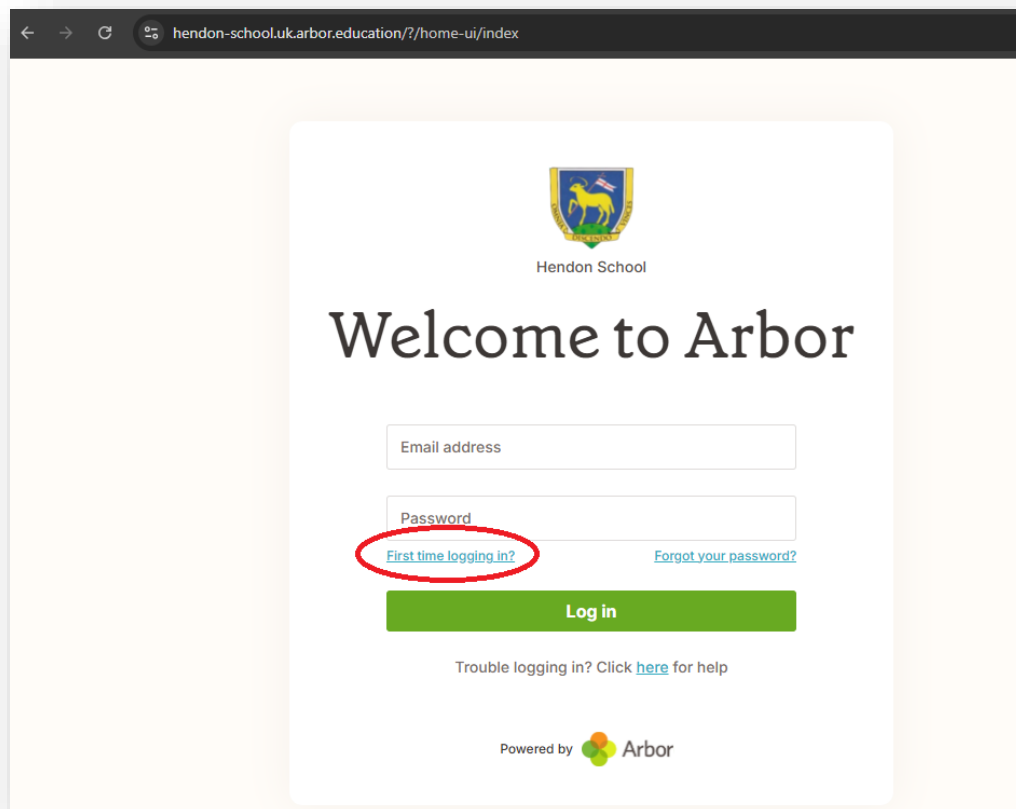
The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If your school has switched on the Parent Portal, you can download the App and begin using it straight away.

How to Log in?

Step 1: Access the Hendon Arbor Site

Visit: https://hendon-school.uk.arbor.education/?/home-ui/index
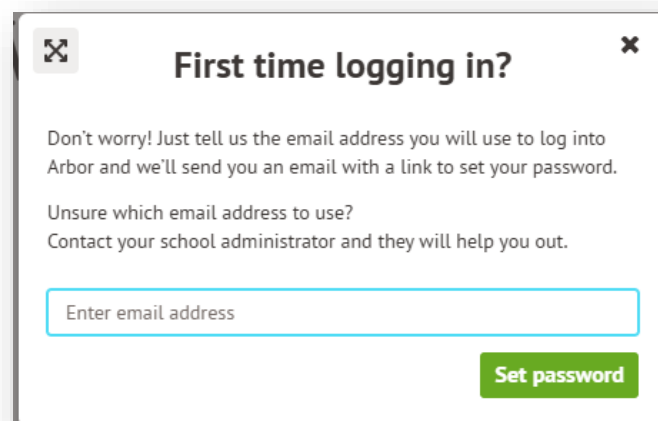
Click **"First time logging in?"** and enter your email address.

You can also find the login link on the school website.
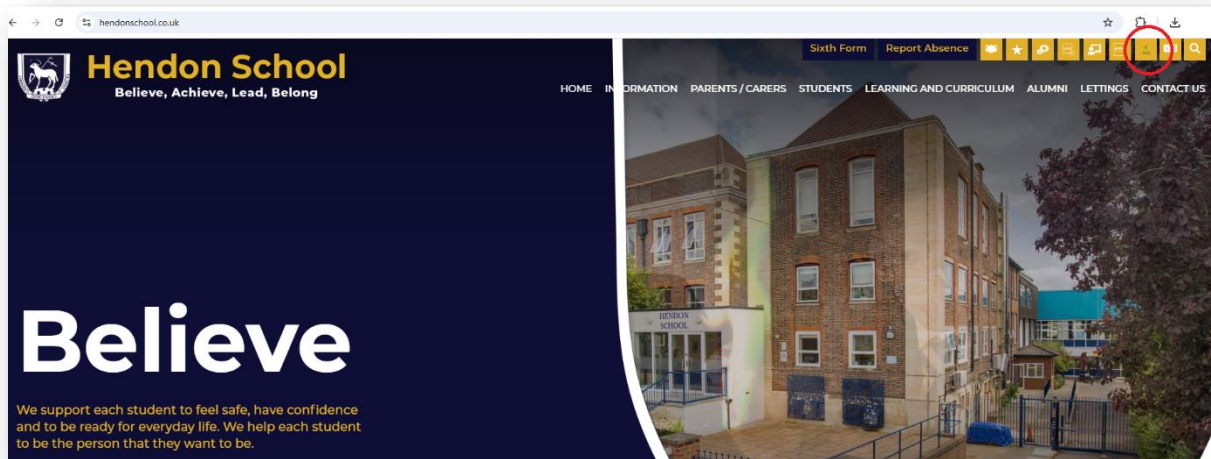
Important: Avoid using search engines with keywords like "Arbor" or "Arbor login," as this may direct you to other schools' login pages.

Step 2: Check Your Email

After entering your email, you'll receive a message with a link to set your password.

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:
https://gwyn1.uk.arbor.sc/auth/change-password/id/2008/hash/MTBkNzIwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=

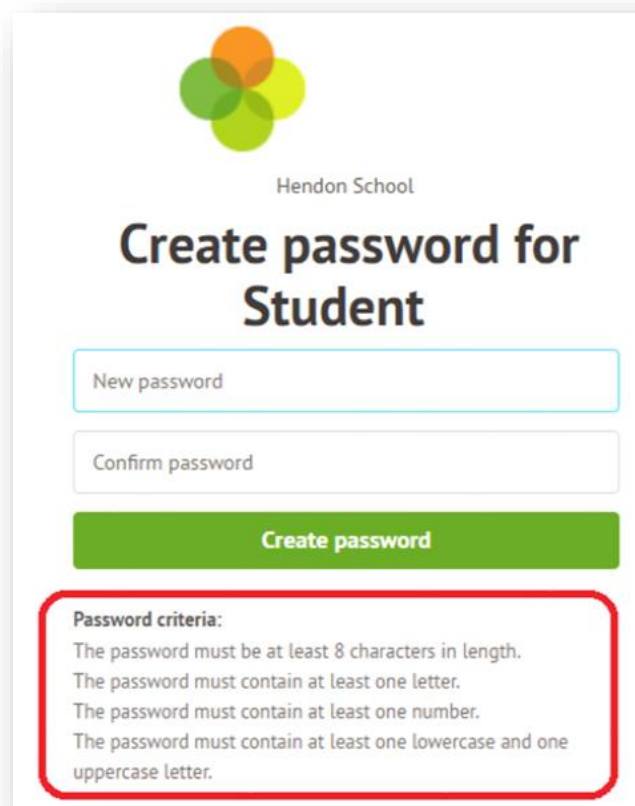Use your email address when you log in next time:
Username: gwyn.mabo@arbor-education.com

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best,
Team Arbor

Step 3: Create password

Follow the password criteria provided, then click **Create Password**.
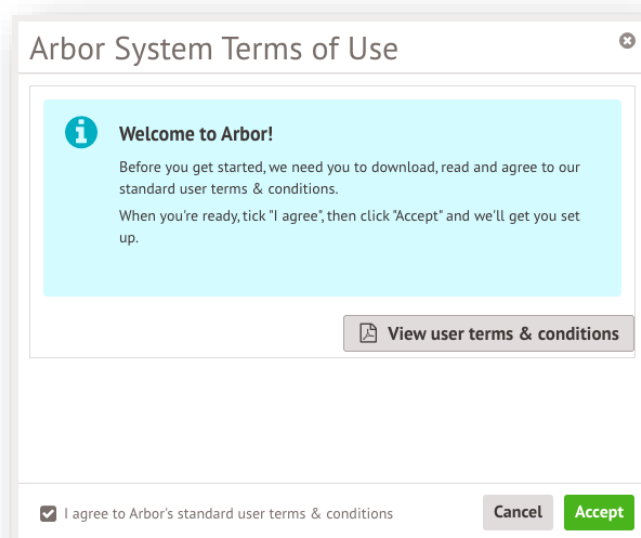
Accept the terms and conditions when prompted.

As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

Verify Account

As this is your first time using the system we need you to verify your account.

To verify you account, please enter the date of birth of one of your children at the school

Date of birth*   27/05/2016

Cancel   Verify

You can then close your browser and switch to using the app.

Downloading the Parent App

You can download the Arbor Parent App by scanning the QR codes below, or by searching for it on the Google Play Store and the Apple App Store. This will allow you to access Arbor on your mobile device.

Android Play Store

iOS App Store

Further details on using the app can be found in the guide titled **"Parent User Guide for Arbor"**, which is attached to this email.
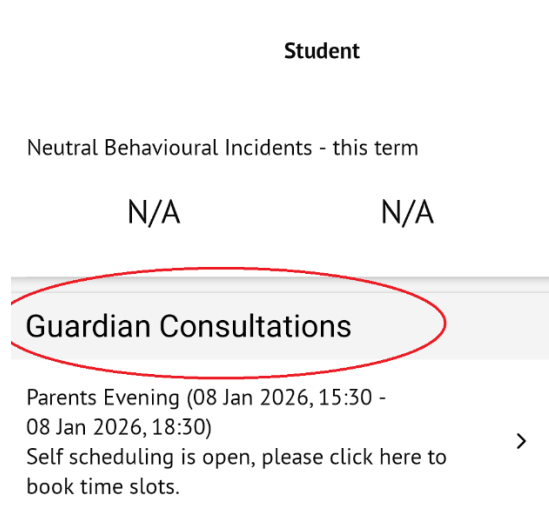
Hendon School

Quick User Guide - Booking Parent Evening in Arbor

This guide will help you book a time slot for Parents' Evening using Arbor. You can make your booking through either the **Arbor Parent Portal** (via a web browser) or the **Arbor Parent App** (on your mobile device). The process is quick and straightforward, ensuring you can easily schedule a meeting with your child's teacher at a convenient time.

Booking Parents' Evening via Arbor Parent App

1. Log in to the **Arbor Parent App.**

2. Click on **Guardian Consultations**.

Booking Parent Evening in Arbor

3. Select the teacher you would like to meet.

4. Click on Time slot and choose a time slot from the dropdown menu.
   If no time slots are available, the teacher is fully booked.

Booking Parent Evening in Arbor

5. Click the **Book Time Slot** button to confirm your booking.

Booking Parents' Evening via Arbor Parent Portal

1. Log in to the **Parent Portal**.

2. Click on **Guardian Consultations**.

3. Select the teacher you would like to meet and choose a time slot from the dropdown menu.
If no time slots are available, the teacher is fully booked.

4. Click the **Book Time Slot** button to confirm your booking.

Downloading a PDF of Your Bookings

After making your booking, you can download a list of all your scheduled meetings by clicking **Download My Meetings**.